



Community Health Plan of Washington (CHPW)
Member Advisory Council (MAC)
DSNP English MAC Meeting
Fourth Quarter – November 2025

Meeting Name	CHPW Member Advisory Council Meeting – Q4 2025 (DSNP)	
Date/Time	DSNP Rural <ul style="list-style-type: none"> Wednesday, November 12, 2025, 1:30pm-3:30pm PST. Friday, November 14, 2025, 10am-12pm PST. 	DSNP Urban <ul style="list-style-type: none"> Friday, November 14, 2025, 2pm-4pm PST. Thursday, November 20, 2025, 9am-11am PST.
Location	Zoom	
Meeting Purpose	Quarter 4 Dual Special Needs Plan (DSNP) meeting	
Facilitator	Abha	
Note Taker/Tech Support	Laura	

Agenda

Topic	Presenter	Time
1. Introductions and Welcome <ul style="list-style-type: none"> a. Who we are <ul style="list-style-type: none"> i. Share your name, preferred pronouns, and why you joined, icebreaker b. MAC Updates c. Community Agreements 	CHPW Team & MAC Members	30 minutes
2. Q3 Meetings Follow-up Recommendations and Action Items <ul style="list-style-type: none"> a. Feedback Loop b. Feedback on action 	CHPW Team	20 minutes
Break	Everyone	5 minutes
3. Newly Improved Care Management Program <ul style="list-style-type: none"> a. Do our members know about the CM program/ have used it? b. What's their experience with it, any barriers or positive outcomes? c. What would make our members be more engage with the program? 	CHPW Team	55 minutes
4. Wrap up <ul style="list-style-type: none"> a. Is there anything else that you want to share? b. Brainstorm topics for MAC 2026 sessions c. We will be following up with gift cards & slide deck, escalations and survey 	CHPW Team	10 minutes

Community Agreements

We respect confidentiality
We take care of ourselves
One person speaking at a time
We are mindful of lived/living experience
We keep an open mind
We ask questions
We are prepared to participate